

ABSTRACT OF THE DISCLOSURE

An electronic hand-held device and method for inputting and sending
5 requests and for receiving and outputting responses to the requests. The electronic hand-held device is coupled to a telecommunications link over which requests are sent and responses are received. The electronic hand-held device can input request data in any number of different information media, including audio tones and voice signals, mechanical input to a keypad, printed bar codes, magnetic data stored in credit cards, and electronic
10 data stored in electronic smart cards. The electronic hand-held device can output responses through an audio speaker, a visual LCD display device, and, optionally, through other output devices including printers. The electronic hand-held device is especially well suited for order entry and acquisition of product information.